

211 Day Speaking Notes

Thursday February 11th, 2015 10:00 a.m. Civic Centre

[AS PREPARED FOR DELIVERY]

Thank you Allan. Good morning everyone, it's great to see you all here. On behalf of the Office of Mayor and Sault Ste. Marie City Council, it's my pleasure to welcome you here to the Civic Centre for today's 2-1-1 day ceremony and flag raising.

When you find yourself in an unexpected situation or looking for the answer to an unusual question, it can be difficult to know where to turn to first for help.

For non-emergencies, our local 2-1-1 service is an excellent resource to access when you're not sure where to begin looking for help. Callers to 2-1-1 can speak to a live person, twenty-four hours a day, and support is available in multiple languages.

Areas that 2-1-1 can help with include answering questions about topics such as housing, employment services, mental health, community services, and government programs.

The trained specialists at 2-1-1 know our community and its offerings, and can put callers in touch with a wide range of social, community and government resources and programs.

Using the helpline for information and assistance helps reduce unnecessary calls to 9-1-1, keeping 9-1-1 operators free to deal with true emergency situations.

In addition to the 2-1-1 phone service, information and assistance is also available on the 2-1-1 North website and the 2-1-1 app for mobile devices.

I'd like to offer my thanks to the United Way of Sault Ste. Marie and District who have been the hosts of our local 2-1-1 service since its inception. Having service available has helped untold numbers of our citizens "make the right call" over the last five years.

Thank you again for the invitation to today's event. And congratulations to everyone involved with our local 2-1-1 program over the several for making it such a success in our community.